

Concern or Complaints Policy and Procedure



Date of policy publication: September 2017

Policy Lead(s): Kirsten Gibson (Headteacher)

Phil Morris (Chair of Governors)

School Context: Mackworth House School is an independent special school for pupils aged 6-19 with autism. We are an inclusive school that has the specialist knowledge, skills and understanding to meet the needs of children with autism and associated learning disabilities.

We believe that Mackworth House School is unique in its approach to working with children and young people with autism, where the staff, pupils and their families work together to make ensure that time at Mackworth House School is a happy one. The curriculum is personalised so children feel safe, supported and cared for and so can engage in activities that are meaningful and enjoyable. Communication, positive behaviour support, sensory support needs and the environment is at the forefront of everything we do, so children are able to learn, progress and develop.

Date of last review: September 2017

Date of next review: September 2018

Policy review dates and changes

Review date	By whom	Summary of changes made	Date implemented
September 2017	Kirsten Gibson (Headteacher)	<ul style="list-style-type: none"> Update Director/Responsible Individual for Chair of Governors 	September 2017
September 2018			

Concerns and Complaints Policy and Procedure

Concerns and Complaints Policy

Mackworth House School prides itself on the quality of teaching and learning and care provided to its pupils.

Concerns or complaints can arise through simple misunderstanding or genuine dissatisfaction. Usually, discussing the matter determines its cause and a solution that satisfies everyone can be found. If any pupil, contractor, social worker, member of staff or any other person we come into contact with during our work is unhappy then they should first tell us to enable us to do something about it.

Concerns or complaints often provide an opportunity to do something better in the future and as such form a part of our policy to engender a culture of continuous improvement. Therefore we operate a 'no blame' policy so that any complaint allows full, thorough and open investigation as persons involved are not 'threatened' by the outcome. As concerns or complaints help us identify areas where we can improve our service delivery we welcome constructive criticism.

It is our policy to notify any person about whom a concern or complaint has been made as soon as possible in order that they are aware of the situation. This may not be the case if the complaint refers to a suspicion of abuse or neglect.

Our service standard requires an acknowledgement from us of a concern or complaint within 3 working days and a resolution within 28 working days by a nominated person as identified in the concerns and complaints procedure.

Should the nominated person be absent through holiday or sickness then the matter will be handled by the Director in their absence to ensure the service standard is maintained.

The Director will review all concerns and complaints as part of our quality assurance process to ensure that they have been appropriately dealt with and that any issues upon which we can do better in the future are put into place as part of our policy of continuous improvement. A written record of these reviews is maintained in order that our Inspectorate may see it upon request.

Concerns and Complaints Procedure

Stage 1: Informal Procedure

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- In the first instance the pupils Curriculum Manager should be contacted. In many cases the matter will be resolved straight away by this means to the satisfaction of the person/s submitting a concern or complaint. If the Curriculum Manager cannot resolve this matter alone, it may be necessary to consult the Headteacher.
- A written record of all concerns and complaints, the outcome of resolution and the date on which they were received will be made.

Stage 2: Involving the Headteacher

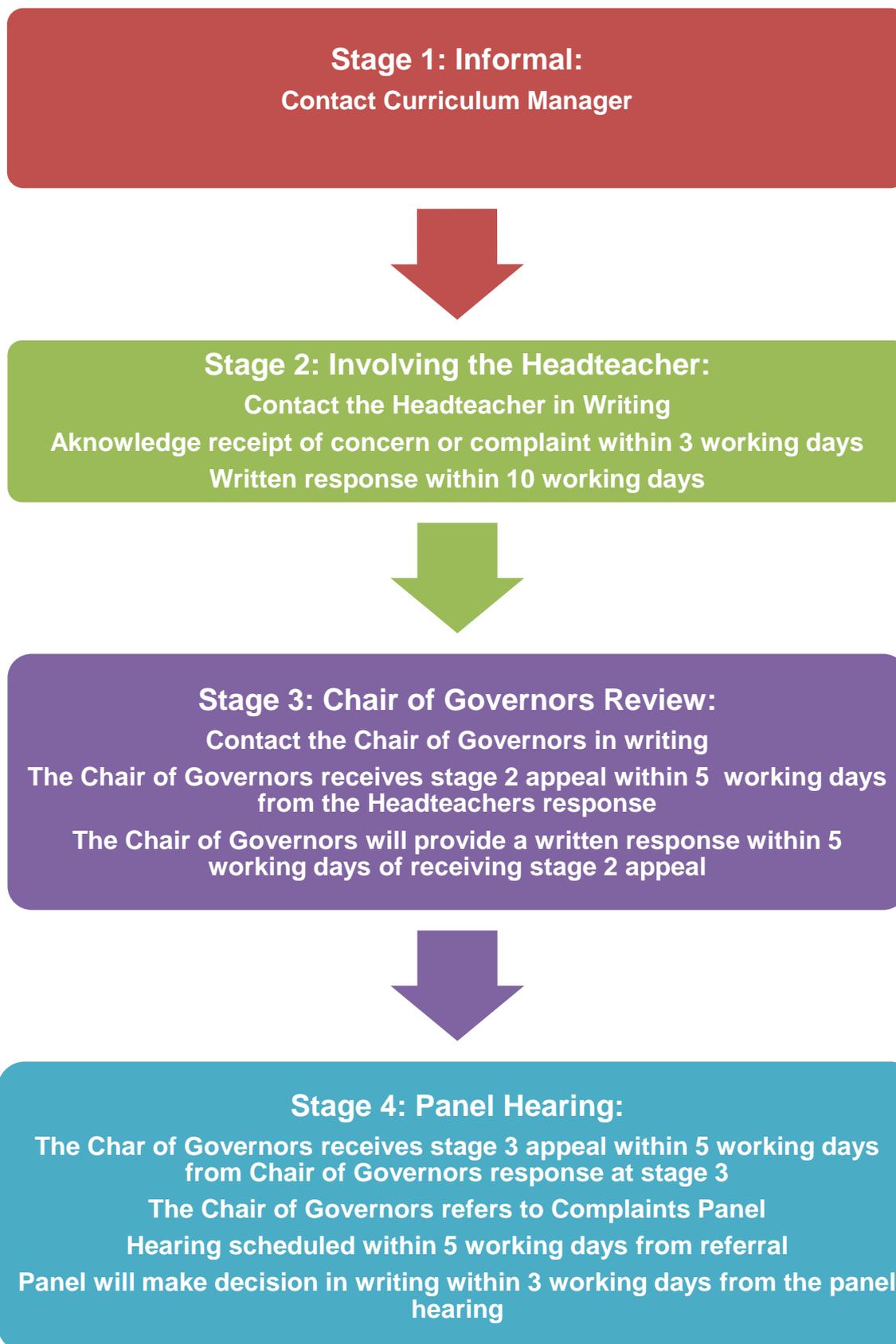
- If the concern or complaint cannot be resolved on an informal basis at stage 1, the person/s submitting a concern or complaint should contact the Headteacher in writing. The Headteacher will decide, after considering the concern or complaint, the appropriate course of action to take. If the complaint or concern is concerning the Headteacher, then the Chair of Governors should be contacted in writing.
- The Headteacher will acknowledge the receipt of a written concern or complaint within 3 working days but will not respond to the actual person/s submitting the concern or complaint if it is necessary to carry out further investigations.
- The Headteacher may contact the person/s submitting the concern or complaint for further clarification and to help with the investigation. If possible a resolution will be reached at this stage.
- Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made, and the person/s submitting the concern or complaint will be informed of this decision in writing within 10 working days from the date of receiving the initial concern or complaint.
- The Headteacher will keep written records of all meetings, phone calls and interviews held in relation to the concern or complaint.
- If the person/s submitting the concern or complaint is not satisfied with the decision, they have 5 working days to appeal and should proceed to stage 3 of this procedure.

Stage 3: Chair of Governors

- If the person/s submitting the concern or complaint is not satisfied with the Headteachers response and wants to enter in to stage 3 of the complaints procedure, they should do so in writing to the Chair of Governors and request a review of the Headteachers decision. The Chair of Governors should receive the stage 3 appeal within 5 working days from the date of receiving the Headteachers response at stage 2. All relevant documentation should be included.
- As soon as is practicable, and within 5 working days from the date of receiving the stage 3 appeal, the Chair of Governors will respond to the person/s in writing.
- If the person/s submitting the concern or complaint is not satisfied with the response from the Chair of Governors, they may within 5 working days of receiving the Chair of Governors response request in writing to convene a Complaints Panel to reconsider.

Stage 4: Panel Hearing

- If the person/s submitting a concern or complaint wants to enter in to stage 4 of the complaints procedure they will be referred to the Complaints Panel for consideration.
- The panel will consist of at least 3 persons not directly involved in the matters detailed in the concern or complaint, one of whom shall be independent of the management and running of the school. Each of the panel members will be appointed by the Chair of Governors. The Chair of Governors will then schedule a hearing to take place as soon as is practicable, and usually within 5 working days from the date of receiving the written request to move in to stage 4 of the concerns and complaints procedure by the person/s submitting it.
- If the panel deems it necessary, it may require that further particulars of the concern or complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied by all parties not later than 2 working days prior to the hearing taking place.
- The person/s submitting the concern or complaint will be invited to the hearing and may be accompanied by one other person. Legal representative will not normally be appropriate.
- If possible the panel will resolve the concern or complaint immediately without the need for further investigation.
- Where further investigation is required, the panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the panel will reach a decision and make recommendations, which it shall complete within 3 working days of the hearing. The panel will write to the person/s submitting the concern or complaint, the Headteacher, the Chair of Governors and, where relevant the person complained of informing them of its decision and the reasons for it. The decision of the panel will be final.



Concerns and Complaints Regarding the Headteacher

- Person/s who wants to submit a concern or complaint should arrange to meet or speak with the Headteacher directly.
- Should the person/s submitting the concern or complaint be dissatisfied with the Headteachers response then they should proceed to stage 3 of this concerns and complaints procedure.

Concerns and Complaints Regarding Admissions

- Person/s who wants to submit a concern or complaint should arrange to meet or speak with the Headteacher directly.
- Should the person/s submitting the concern or complaint be dissatisfied with the Headteachers response then they should proceed to stage 3 of this concerns and complaints procedure.

Concerns and Complaints Regarding Financial Matters

- Person/s who wants to submit a concern or complaint should arrange to meet or speak with the Headteacher directly.
- Should the person/s submitting the concern or complaint be dissatisfied with the Headteachers response then they should proceed to stage 3 of this concerns or complaints procedure.

Person/s who submit a concern or complaint can be assured that all will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2014; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

The school keeps written records of all concerns and complaints and at what stage they were resolved for at least 3 years. A record is also kept of the outcome of concerns and complaints and of recommendations and actions arising from a panel hearing.

All records in relation to concerns and complaints will be held confidentially and securely.

Concern or Complaint Form

Concerns or complaints can arise through simple misunderstanding or genuine dissatisfaction. Usually, discussing the matter determines its cause and a solution that satisfies everyone can be found. Concerns or complaints often provide an opportunity to do something better in the future and as such form a part of our policy to engender a culture of continuous improvement. As concerns or complaints help us identify areas where we can improve our service delivery we welcome constructive criticism.

Name:		Date:	
Description of Complaint:			
Signature:			

For office use only

Date complaint received:				
Name of person receiving complaint:				
Stage 1				
Name of person dealing with complaint:				
Stage 1 resolution letter sent:		Date:		Copy Attached
Signature:				
Stage 2				
Name of person dealing with the complaint:				
Stage 2 acknowledgement sent		Date:		Copy Attached
Stage 2 written response sent		Date:		Copy Attached
Stage 2 resolution letter sent				Copy Attached
Signature:				
Stage 3				
Name of person dealing with the complaint:				
Stage 3 written response sent		Date		Copy Attached
Stage 3 resolution letter sent				Copy Attached
Signature:				
Stage 4				
Name of person dealing with the complaint:				
Stage 4 written response sent		Date		Copy Attached
Stage 4 resolution letter sent				Copy Attached
Signature:				